



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Beverly Perdue, Governor
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Leza Wainwright Director

June 26, 2009

MEMORANDUM

To: Legislative Oversight Committee Members
Commission for MH/DD/SAS
Consumer/Family Advisory Committee Chairs
State Consumer Family Advisory Committee Chairs
Advocacy Organizations and Groups
North Carolina Association of County Commissioners
County Managers
County Board Chairs
North Carolina Council of Community Programs
NC Association of Directors of DSS

State Facility Directors
Area Program Directors
Area Program Board Chairs
DHHS Division Directors
Provider Organizations
MH/DD/SAS Professional Organizations and Groups
MH/DD/SAS Stakeholder Organizations and Groups
Other MH/DD/SAS Stakeholders

From: Leza Wainwright 

Re: **Communication Bulletin #104**
NC-TOPPS SFY 2009-2010 Guidelines and New User Tools



In response to input from our stakeholders, the Division has made modest changes to the NC Treatment Outcomes and Program Performance System (NC-TOPPS), effective July 1, 2009. Minor changes have been made to both the SFY 2009-2010 NC-TOPPS Guidelines and the SFY 2009-2010 online interviews. New security policies are also being developed for the system.

Guidelines. The SFY 2009-2010 Guidelines discuss the new user tools and the *Snapshot* report and focuses on strengthening the security of the online system. Other modifications in the Guidelines reflect clarification requested by LME and provider staff. The Guidelines are attached to this bulletin. They can also be downloaded at <http://www.ncdhhs.gov/mhddsas/nc-topps/systemusers.htm>.

- **New User Tools.** The “*Outcomes at a Glance*” online dashboard and the *Individual Report* were implemented during SFY 2008-2009. Information about them has been added to the SFY 2009-2010 NC-TOPPS Guidelines, see Section IX. These tools access and display NC-TOPPS data. Input and feedback from stakeholders has been very helpful in the development of these two tools.
 - The “*Outcomes at a Glance*” online dashboard allows any public user to view and print graphs to display current State and LME data on outcomes for substance abuse and mental health consumers. The online dashboard is updated on a monthly basis. It can be accessed by going to the NC-TOPPS homepage at <http://www.ncdhhs.gov/mhddsas/nc-topps/>, then clicking on the icon “*Outcomes at a Glance*”.
 - The *Individual Report* was developed for use by the provider and consumer to show tangible, in-treatment progress on specific consumer outcomes. Online access to the *Individual Report* is limited to authorized NC-TOPPS users. The report shows the progress of a particular individual



from the beginning of the consumer's episode of care, Initial Interview, and the two most recent NC-TOPPS Update Interviews submitted. The *Individual Report* is designed to promote the consumer's participation in the treatment planning process by generating a conversation between the clinician and consumer about personal goals and progress toward achieving those goals.

- **New Data Reports.** In addition to new user tools, the *NC-TOPPS Snapshot* was also developed in SFY 2008-2009. The *NC-TOPPS Snapshot* is available for public viewing under the "Reports/Presentations" link on the NC-TOPPS website. *NC-TOPPS Snapshots* are created monthly and provide a one-page summary of NC-TOPPS data on a specific topic.
- **Security Upgrades.** Several security upgrades will be made to the online system over the next few months. The security improvements implemented on July 1, 2009 are the verification of provider agencies by the LME, see Section I, and the requirement for each participating provider agency to have an authorized Superuser, see Section VI. Users will be notified as future security measures are implemented.

Online Interviews. Starting July 1, 2009, the online interviews will require that the consumer record number be the LME assigned 6-digit consumer record number. In addition, a new item requiring the first three letters of a consumer's last name and first initial of the consumer's first name has been added. The new printable interview forms are available for downloading from the Division website at: <http://www.ncdhhs.gov/mhddsas/nc-topps/systemusers.htm>. Providers who use the printable versions for on-site interviewing should begin using the new forms starting July 1, 2009.

We appreciate the collaboration with our stakeholders on the changes made to NC-TOPPS. In the effort of continuous quality improvement, we always welcome suggestions for improving our consumer outcomes system.

If you have questions about the SFY 2009-2010 online interviews, Guidelines or data tools and reports, you may send questions via electronic mail to ContactDMHQuality@ncmail.net or contact the NC-TOPPS Help Desk at (919) 515-1310 or nctopps@ncsu.edu.

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